



DESIGN SCREEN PACKAGE

DEBT MANAGEMENT PRODUCT

PAY.GOV

VERSION 1.5



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1. Screen Package Document Version Information

The first release of this design specifications document as a project deliverable is numbered 1.0.

Subsequent revisions are numbered 1.1, 1.2, 1.3, etc. Content revisions are listed below with corresponding page numbers.

Version Number	Date	Content Revisions	Page #	Revised by
1.0 (First Release)	October 2018	--	N/A	N/A
1.1 (First Revision)	11/06/2019	Updated OMB Number Removed word 'below' Modified confirmation text Added 'Email' button Removed 'Pay Your Overpayment' header Added Privacy Act Statement Added Paperwork Reduction Act Statement Added optional Email Receipt screen Added Email Receipt Confirmation screen Added Payment Confirmation errors Added Email Service Not Available warning	All 5, 14 8 9-10 9-10 9-10 9-10 11 12 21-23 28	ES
1.2 (Second Revision)	11/13/2019	Included a new link to the interactive HTML Prototype Updated Privacy Act Statement language Updated email address on the Email Success screen	4 9-10 11	ES
1.3 (Third Revision)	11/15/2019	Included a new link to the interactive HTML Prototype Updated abbreviated Privacy Act Statement text Updated 'provided' to 'provide' instructional text Updated 'errors' to 'error' in red banner error notifications Removed 'below' from red banner error notifications Added '.' to red ball error text	4 9-10 11, 21-23 22-23 22-23 22-23	ES
1.4 (Forth Revision)	11/19/2019	Removed an extra comma from Email Success confirmation	11	ES
1.5 (Fifth Revision)	11/20/2019	Removed an extra space before 'Emails must match' per UEF 2.1 Updated error icon per UEF 2.1 Updated checkmark icon per UEF 2.1 Removed '.' from the red ball error text	11, 22 21 23 22-23	ES

2. About this Document

Intended Audience: This document is intended to serve the needs of SSA developers building user interfaces, especially those working with the User Experience Framework (UEF). It contains information that can also be useful to analysts, validation staff, and other project team members.

Intended Use: Use this document in conjunction with the other UXG-related project resources (most notably the online interactive prototype) to guide development of the user interfaces designed by the UXG. See the next section of this document for a link to the prototype.

What's Included/What's Not: The screen captures and accompanying information included in this design specifications document relate only to the user interface portion(s) of the project that the UXG has been tasked to research, design, prototype and/or evaluate. Therefore, not all project-related web pages, application screens, menus, interactions, conditions and/or variances may be illustrated and explained in this document. In addition, user entries and data displays are simulated. Refer to the related business process documentation and functional requirements for supplemental information. Please contact the UXG Team Lead and your Project Manager regarding design-related issues that are not addressed in this document.

3. Using the Interactive Prototype Associated with this Document

It is helpful to use this document in conjunction with the Axure online interactive prototype which was used to generate it.


What's Included/What's Not: The prototype only includes the user interface portion(s) of the project that the UXG has been tasked to research, design, prototype and/or evaluate. Therefore, not all project-related web pages, application screens, menus, interactions, conditions and/or variances may be illustrated and explained in this document. In addition, user entries and data displays are simulated. Refer to the related business process documentation and functional requirements for supplemental information.

Please contact the UXG Team Lead and your Project Manager regarding design-related issues that are not addressed by this prototype.

Link to Interactive Prototype: <http://s239ux3/uxg/projects/Debt%20Management/PG/Fall2019>

4. Screen Designs and Component Descriptions

4.1. Enter SSN



Social Security

Pay Your Overpayment

Enter Your SSN

An overpayment occurs when Social Security pays you more than you should have been paid. If this happens, we will send you a notice. Our notice will explain how you were overpaid, your payment options, and your appeal and waiver rights. You should read the notice carefully.

By using the service on this web page, you may pay your entire overpayment in full or you may submit a partial payment. Payments are processed by using Pay.gov.

To get started with paying your overpayment online, enter your Social Security Number (SSN).

*** Social Security Number (SSN)**

[Submit](#) [Cancel](#)

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.1.1. Modal

4.1.1.1. Exit Confirmation

Sorry to see you go!

Are you sure you want to cancel your payment?

You can return later to make online payments.

[Yes, return to SSA.gov](#) [No, continue making payment](#)

4.2. Confirm SSN



Social Security

Pay Your Overpayment

Confirm Your SSN

Social Security Number (SSN)

***-**-0000

* Confirm Social Security Number (SSN)

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

*I agree to the Terms of Service.

Additional Information

You have several options for paying. You can:


- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

Submit

Cancel

4.3. Enter Payment Amount



Social Security

Pay Your Overpayment

Enter Your Payment Amount

***Payment Amount**
Enter an amount of \$10.00 or more that you would like to pay on your overpayment.

\$

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.3.1. Modal

4.3.1.1. Proceed to Pay.gov

Redirection to Pay.gov

To make your payment online you will need to use Pay.gov. Pay.gov may have different privacy policies than Social Security. More information is available [here](#).

While on Pay.gov, you will have 30 minutes to complete your transaction.

Would you like to continue?

4.4. Payment Confirmation



Social Security

Pay Your Overpayment



Thank you. Your Pay.gov payment is complete. Your payment will post to your overpayment balance in 3 business days.

You WILL NOT be able to obtain a copy of the receipt once you exit this page.

We highly recommend that you print, save, or email a receipt for your records by clicking [View Receipt](#).

[View Receipt](#)

[Exit](#)


[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.4.1. Modals

4.4.1.1. Your Receipt – Credit Card

Your Receipt ✕

[Print](#) [Save](#) [Email](#)



Social Security

Electronic Receipt

Thank you for your payment!

Transaction Number: **0123456789**

Transaction Date: **11/13/2019**

Payment Type: **Credit Card**

Payment Amount: **\$25.00**

Return Policy

NO REFUNDS; ALL TRANSACTIONS FINAL.

Privacy Act Statement

Sections 204(a) and 1631(b) of the Social Security Act, as amended, allowed us to collect this information. Furnishing us this information was voluntary. However, failing to provide all or part of the information may have prevented us from determining whether you were eligible to use Pay.gov to make a payment. We used the information you provided to determine whether you were eligible to use Pay.gov to make a payment. A complete version of this Privacy Act Statement is available on our website at [\[URL to comprehensive Privacy Act Statement will appear here. The URL will direct users to screen 4.5 illustrated in this document\]](#). Additional information, and a full listing of all of our Privacy Act System of Records Notices, is available on our website at www.socialsecurity.gov/privacy.


Paperwork Reduction Act Statement

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB Control Number for this information collection is 0960-0811. We estimate that it will take about 10 minutes to read the instructions, gather the facts, and answer the questions. Send only comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.

4.4.1.2. Your Receipt – ACH

Your Receipt ✕

[Print](#) [Save](#) [Email](#)



Social Security

Electronic Receipt

Thank you for your payment!

Transaction Number: **0123456789**

Transaction Date: **11/13/2019**

Payment Type: **ACH**

Payment Amount: **\$25.00**

This payment type may take a few days to show in your bank account.

Return Policy

NO REFUNDS; ALL TRANSACTIONS FINAL.

Privacy Act Statement

Sections 204(a) and 1631(b) of the Social Security Act, as amended, allowed us to collect this information. Furnishing us this information was voluntary. However, failing to provide all or part of the information may have prevented us from determining whether you were eligible to use Pay.gov to make a payment. We used the information you provided to determine whether you were eligible to use Pay.gov to make a payment. A complete version of this Privacy Act Statement is available on our website at *[URL to comprehensive Privacy Act Statement will appear here. The URL will direct users to screen 4.5 illustrated in this document]*. Additional information, and a full listing of all of our Privacy Act System of Records Notices, is available on our website at www.socialsecurity.gov/privacy.

Paperwork Reduction Act Statement

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB Control Number for this information collection is 0960-0811. We estimate that it will take about 10 minutes to read the instructions, gather the facts, and answer the questions. Send only comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.

4.4.1.3. Enter Email

Email Receipt

Please enter your email address. We will send your receipt to the email address you provide.


* Indicates required information

* **Email Address**

* **Confirm Email Address**
Emails must match

4.4.1.4. Confirmation - Email Success

Email Success ✕

 **Your Payment Receipt has been sent.** We have emailed you a copy of your payment receipt for your records. A copy of your receipt will appear in your email shortly. To ensure our emails do not go to your Spam or Junk folders, please add do-not-reply-customer-management@ssa.gov to your contacts.

4.5. Privacy Act Statement



Social Security

Privacy Act Statement

Collection and Use of Personal Information

Sections 204(a) and 1631(b) of the Social Security Act, as amended, allow us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent us from determining whether you are eligible to use Pay.gov to pay your Title II or XVI overpayment.

We will use the information to determine whether you are eligible to use Pay.gov to pay your Title II or XVI overpayment. We may also share your information for the following purposes, called routine uses:

- To third party contacts such as private collection agencies and credit reporting agencies under contract with the Social Security Administration (SSA) and other agencies, including the Veterans Administration, the Armed Forces, the Department of the Treasury, and State motor vehicle agencies, for the purpose of their assisting SSA in recovering program debt; and,
- To employers to assist SSA in the collection of debts owed by former beneficiaries and representative payees of Social Security payments who received an overpayment and owe a delinquent debt to SSA.

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notices (SORN) 60-0090, entitled Master Beneficiary Record, as published in the Federal Register (FR) on January 11, 2006, at 71 FR 1826, 60-0094, entitled Recovery of Overpayments, Accounting and Reporting/Debt Management System, as published in the FR on August 23, 2005, at 70 FR 49354, and 60-0103, entitled Supplemental Security Income Record and Special Veterans Benefits, as published in the FR on January 11, 2006, at 71 FR 1830. Additional information, and a full listing of all of our SORNs, is available on our website at www.ssa.gov/privacy.

Close

[OMB No. 0960-0811](#) [Privacy Policy](#) [Accessibility Help](#)

4.6. Enter SSN Error - Null

Social Security

Pay Your Overpayment

✘ Please correct the following information:

- [Error: Social Security Number \(SSN\)](#)

Enter Your SSN

An overpayment occurs when Social Security pays you more than you should have been paid. If this happens, we will send you a notice. Our notice will explain how you were overpaid, your payment options, and your appeal and waiver rights. You should read the notice carefully.

By using the service on this web page, you may pay your entire overpayment in full or you may submit a partial payment. Payments are processed by using Pay.gov.


To get started with paying your overpayment online, enter your Social Security Number (SSN).

*** Social Security Number (SSN)**

✘ Enter a Social Security Number (SSN).

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.7. Confirm SSN Error - Null



Social Security

Pay Your Overpayment

✖ Please correct the following information:

- Error: [Confirm Social Security Number \(SSN\)](#)

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

*** Confirm Social Security Number (SSN)**
✖ Enter a Social Security Number (SSN).

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

***I agree to the Terms of Service.**

Additional Information


You have several options for paying. You can:

- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

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4.8. Confirm SSN Error - Incorrect



Social Security

Pay Your Overpayment

✘ Please correct the following information:

- Error: [Confirm Social Security Number \(SSN\)](#)

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

*** Confirm Social Security Number (SSN)**

✘ Enter a nine digit Social Security Number (SSN).

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

***I agree to the Terms of Service.**

Additional Information


You have several options for paying. You can:

- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.9. Confirm SSN Error - No Match



Social Security

Pay Your Overpayment

✘ Please correct the following information:

- [Error: Confirm Social Security Number \(SSN\)](#)

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

*** Confirm Social Security Number (SSN)**

✘ SSN does not match. Please re-enter SSN or return to the previous page.

[Return to Previous](#)

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

***I agree to the Terms of Service.**

Additional Information

You have several options for paying. You can:


- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

[Submit](#) [Cancel](#)

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.10. Confirm SSN Error - TOS



Social Security

Pay Your Overpayment

✘ Please correct the following information:

- [Error: I agree to the Terms of Service](#)

Enter Your SSN

Social Security Number (SSN)
***-**-0000

***Social Security Number (SSN)**

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

✘ Select the checkbox to agree with the Terms of Service.

*I agree to the Terms of Service.

Additional Information


You have several options for paying. You can:

- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

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4.11. Payment Error - Null



Social Security

Pay Your Overpayment

✘ Please correct the following information:

- Error: [Payment Amount](#)


Enter Your Payment Amount

***Payment Amount**
Enter an amount of \$10.00 or more that you would like to pay on your overpayment.

✘ Enter a payment amount.

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4.12. Payment Error - Incorrect



Social Security

Pay Your Overpayment

✖ Please correct the following information:

- Error: [Payment Amount](#)


Enter Your Payment Amount

***Payment Amount**
Enter an amount of \$10.00 or more that you would like to pay on your overpayment.

✖ Enter a different payment amount.

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4.13. Payment Error - Exceeds Limit



Social Security

Pay Your Overpayment

✖ Please correct the following information:

- Error: [Payment Amount](#)

Enter Your Payment Amount

***Payment Amount**
Enter an amount of \$10.00 or more that you would like to pay on your overpayment.

✖ Amount cannot exceed \$24,999.99.

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.14. Payment Confirmation - Errors

4.14.1. Email Error - No Match

Email Receipt

Please enter your email address. We will send your receipt to the email address you provide.

* Indicates required information

* **Email Address**

* **Confirm Email Address**

✘ **Emails must match**

4.14.2. Email Error - Null

Email Receipt

Please enter your email address. We will send your receipt to the email address you provide.

✘ Please correct the error.

* Indicates required information

* **Email Address**

✘ Enter email address

* **Confirm Email Address**

Emails must match

4.14.3. Email Error - Invalid Format

Email Receipt

Please enter your email address. We will send your receipt to the email address you provide.

✘ Please correct the error.

* Indicates required information


*** Email Address**

✘ Email format invalid

*** Confirm Email Address**

✔ Emails match

4.15. Warning Notice - Scheduled Maintenance



Social Security


Pay Your Overpayment

! This payment service cannot be used due to scheduled maintenance. Please check back between the hours of 6:00am and 11:00pm Eastern Standard Time.

[Exit](#)


[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.16. Warning Notice - Service Not Available



Social Security


Pay Your Overpayment

 **This payment service cannot be used. Call our National 800 number for assistance at 1-800-772-1213 (TTY 1-800-325-0778) to manage your overpayment.**

[Exit](#)

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.17. Warning Notice - Transaction Fail



Social Security


Pay Your Overpayment

! We are not able to process your payment at this time. Please contact your card provider using the number on the back of the card.

[Exit](#)

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.18. Warning Notice - Account Number Input Mistake



Social Security

Pay Your Overpayment

! We are not able to process your payment. Please try again.

[Make a Payment](#)

[Exit](#)

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)


4.19. Warning – Email Service Not Available (Modal)

Email Service Not Available ✕

! The email service is currently unavailable. Please close and select View Receipt to print or save.

[Close](#)

4.20. Info Notice - SSN Does Not Associate With A Debt



Social Security


Pay Your Overpayment

i Please contact the National 800 number at 1-800-772-1213 (TTY 1-800-325-0778) to manage your overpayment.
Select Make a Payment if you wish to make a payment using Pay.gov.

[Make a Payment](#) [Exit](#)

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.21. Info Notice - No Pay.gov



Social Security


Pay Your Overpayment

i Please contact the National 800 number at 1-800-772-1213 (TTY 1-800-325-0778) to manage your overpayment.
Select Make a Payment if you wish to make a payment using Pay.gov.

[Make a Payment](#) [Exit](#)


[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

4.22. Info Notice - Leaves Pay.gov



Social Security

Pay Your Overpayment

 **Please contact the National 800 number at 1-800-772-1213 (TTY 1-800-325-0778) to manage your overpayment.**

[Exit](#)

[OMB No. 0960-0811](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#) [Home](#)

5. Appendix A - UXG Contact Information for Analysts, Developers and Others

For information about any of the content included in this design specifications document, contact the User Experience Group (UXG) Project Lead for this project and/or the appropriate project team member (for some projects a UXG designer may have specialized knowledge of one or more parts of the design).

To ensure a timely response to your inquiry in case of absence, please cc the UXG Team Lead.

<i>Name</i>	<i>Project Role</i>	<i>Email</i>	<i>Phone</i>	<i>Specialized Project Knowledge</i>
Jason Heinen	UXG Project Lead	Jason.Heinen@ssa.gov	(410) 966-0082	
Elizabeth Solovyeva	UXG Lead Designer	Elizabeth.Solovyeva@ssa.gov	(410) 265-4746	

6. Appendix B – Reference Materials

SSA Web Standards: This site provides useful information about the UEF for public-facing applications.

<http://standards.ba.ssa.gov/>